Rolling out major IT projects

Adressing Training and Manpower Needs

Overview

Almost all organisations — big or small — now recognise that the cost of training and development is critical. In fact, the trend is such that the success of an organisation is now seen in terms of how well it can train its manpower. Training initiatives now range from individual courses to full-fledged university degree programmes. Staff development initiatives are effective and relevant. Yet, how will the plans of many organisations be successful if training is not new and relevant.

Roland: The most important thing when it comes to success with large IT projects, most projects often fail to deliver what is expected of them. The main reason is that they are not well-planned and don’t take into account the training and development needs of the staff who will be using them. The success of an IT project depends on the willingness and ability of those who use it to use it. Without adequate training, the project will fail, even if it is technically sound.

Lee Choon: A major reason is that the IT project management team often fails to identify the training and development needs of the people who will be using the system. The result is that the system is implemented but the people are not trained to use it. This can lead to a situation where the system is not used, or is used in a way that is not in line with its intended purpose. The result is a project that is not successful.

Moon Ming: Training initiatives for large-scale projects need to be carefully planned and executed. These initiatives can be complex and can involve multiple stakeholders. The key is to ensure that the training and development needs of all the stakeholders are identified and met. This can be achieved by involving all the stakeholders in the planning process.

Lee Choon: We see a trend towards using training and development as a way to improve the performance of staff. The key is to ensure that the training and development initiatives are targeted at the specific needs of the staff. This can be achieved by involving the staff in the planning process.

Roland: How can we ensure that the training initiatives are successful?

Moon Ming: Training initiatives need to be planned and executed properly. The key is to ensure that the training and development needs of all the stakeholders are identified and met. This can be achieved by involving all the stakeholders in the planning process.

Lee Choon: A key challenge is to ensure that the training and development initiatives are aligned with the objectives of the organisation. The key is to ensure that the training and development initiatives are designed to meet the objectives of the organisation.

Moon Ming: Training initiatives need to be evaluated to ensure that they are meeting the objectives. The key is to ensure that the training and development initiatives are evaluated using appropriate metrics.

Craig: When it comes to changing mindsets and getting folks to use their skills, invest in training and development. The focus should be on developing skills that are relevant and useful.

Moon Ming: New technologies such as video podcasts, wikis and Second Life provide a timely and provocative example of how emerging technology can complement traditional technology in almost any training programme.

Implementation

The obvious challenge for training is identifying the training needs, the funding, without management support, to training, the business simply cannot compete.

Moon Ming: There are several ways to address the needs of the trainers.

Leong: The right training provider is able to understand companies’ objectives and helps the company and commitment to tailor the programme to address the needs of the company. A key challenge is to ensure that the training initiatives are aligned with the objectives of the organisation. The key is to ensure that the training initiatives are designed to meet the objectives of the organisation.

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